

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-1 Electrics & VZ – Please provide your company practice and policy for extending aerial service in your maintenance area to a new residential customer where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the customer for billing to the joint pole owner.

REPLY: Verizon New Hampshire's (Verizon NH) policy regarding line extensions of poles placed on private property is attached. The new residential customer is provided the first pole on private property at no charge per NH PUC No. 83, Section 2.1.3 - Private Property Construction, B.1. Additional poles, beyond the first, are charged by Verizon NH at a rate of \$390 per pole jointly-owned pole (with the power company) and \$780 per Verizon NH solely-owned pole. Verizon NH charges a new residential customer who constructs a home in an area of the state where the poles are 100% owned by the power company (and Verizon NH pays an annual attachment fee for its facility attachment) an amount equal to the annual attachment fee for each pole on private property beyond the first pole.

VZ #221

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-2 Electrics & VZ - Please provide your company practice and policy for extending aerial service in your maintenance area into a new residential subdivision where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the builder/owner for billing to the joint pole owner.

REPLY: Please see Verizon NH's line extension policy provided in response to Staff 5-1. If there is evidence that the construction of a multi-lot subdivision is underway, the Verizon NH Outside Plant Engineer, based on knowledge of the area, can issue a work order for the placement of poles within the right-of-way limits of the proposed subdivision, which is private property at the time of pole placement, without the receipt of a service request or cost to the developer. The placement of additional poles on private property to serve the individual lots would require receipt of a service request as well as the payment of charges by the customer for poles beyond the first pole as described in Staff 5-1.

VZ #222

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-3 VZ - When you receive a request for pole set(s) from an electric company for new services (single dwellings or multi lot subdivisions) in your maintenance area, does Verizon wait for a telephone service request from the developer/contractor or eventual customer before initiating the engineering and/or construction process? Please describe.

REPLY: Verizon NH's response to requests for pole set(s) from an electric company for single dwellings and multi-lot subdivisions are as described in its responses to Staff 5-1 and 5-2. Generally, the Outside Plant Engineer is not required to begin the engineering process for a project that requires a service request until the actual service request is received. However, there may be times when an unrelated matter places the engineer in the approximate location of the request from the power company for a new residential dwelling. In anticipation of a new service request, the engineer may then elect to review the existing field conditions while in the area, but a work order would not be issued to initiate the construction process until the service request is received.

VZ #223

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-4 Electrics & VZ – Please provide your company practice and policy for extending aerial service in your maintenance area to a new commercial customer where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the customer for billing to the joint pole owner.

REPLY: Verizon NH's practice regarding new commercial customers is the same as for residential customers and is described in its response to Staff 5-1.

VZ #224

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-5 Electrics & VZ - Please provide your company practice and policy for extending aerial service in your maintenance area into a new commercial subdivision where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the builder/owner for billing to the joint pole owner.

REPLY: Verizon NH's practice regarding new commercial subdivisions is the same as for residential subdivisions and is described in its response to Staff 5-2.

VZ #225

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-6 VZ- When a customer places an order for service and multiple poles need to be installed that the customer pays for, is there a contract involved between the customer and Verizon? If so, please provide a copy of such a contract.

REPLY: Yes. Per NH PUC No. 83, Section 2.1.3 - Private Property Construction, B.1., the minimum service period is one year for service involving pole line construction on private property. Verizon NH has a standard one-year service contract that is sent to the customer by the business office. Please see the attached copy of Verizon NH's one-year service contract.

VZ #226

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-7 VZ - Would you set joint poles as a result of a request for a private property pole line extension in your maintenance area when the request originates from a builder who is constructing a speculative home? Would you set joint poles as a result of a request for a public or combination public/private property pole line extension in your maintenance area when the request originates from a builder who is constructing a speculative home?

REPLY: As outlined in the line extension policy provided in response to Staff 5-1, the Outside Plant Engineer is advised to wait for the receipt of a single-dwelling service request before the placement of poles on private property. The previously mentioned line extension policy does allow the engineer to place up to two poles within the public way without the need for a service request. In the event three or more poles are required within the public way, the engineer, although advised to typically wait for a service request, may elect to proceed with the placement of poles, based on experience and knowledge of the area, without a service request.

VZ #227

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-8 Electrics & VZ – In general, what is the process for informing customers of the status of their service order and specifically how are delays in pole placement communicated to the customers?

REPLY: Please see Verizon NH's response to Staff 1-32 for the process flow associated with the installation of a new pole or pole line extension in Verizon NH's maintenance area, which Verizon NH refers to as the "499 Process." Verizon NH's 499 Group maintains initial contact with a customer while the customer's 499 is being reviewed by engineering and during the time the customer is fulfilling any of his or her obligations, such as payment for poles, granting of easements and signing a one-year service contract. When all obligations are fulfilled, the engineering work order is released to construction for completion. Customers typically call either the 499 Group or the field engineer when inquiring about the status of their service order.

VZ #228

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-9 Electrics & VZ - Does your company have practices or policies governing the timely placement of poles for new service? If yes, please provide copies or a narrative explaining the specific practices or policies.

REPLY: Those service orders that require poles on private property are issued to construction once all applicable state and/or municipal approvals are received and all customer requirements are fulfilled. The customer may need to provide an easement depending on the private property situation. The customer may also need to execute a one-year service contract and submit payment for poles if applicable. Please see Verizon NH's response to Staff 1-32 for the process flow associated with the installation of a new pole or pole line extension in Verizon NH's maintenance area.

VZ #229

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-10 Electrics & VZ - Generally, when meeting with a customer for new service involving a pole set, what does your company quote the customer in terms of time to install the poles? Is the quote to the customer different if the new pole is set outside your maintenance area by a joint owner?

REPLY: When the Outside Plant Engineer meets with a customer as a result of a service request involving the placement of a pole, the customer is informed of the need to provide certain information or documentation to the business office before the engineer is allowed to issue a work order to construction. Typically, customers are informed that it will be approximately thirty days after the customer has returned the necessary items to the business office for the placement of the utility pole. For poles located in a power company maintenance area, the customer is instructed to contact the power company regarding pole placement issues.

VZ #230

**Verizon New England Inc.
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State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-11 Electrics & VZ - How many service orders have been held beyond the customer due date for pole installations from January 1, 2005 to present?

REPLY: The number of requests that have been held beyond the customer due date from January 1, 2005 to the present is 164 requests.

VZ #231

**Verizon New England Inc.
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State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-12 Electrics & VZ - How many of the service orders above could not be completed on time because of customer reasons, i.e. customer trimming, easement completion, etc. How many could not be completed on time because of company reasons, i.e. force, schedule, etc.

REPLY: Information responsive to the question is not maintained in the ordinary course of business and thus is not available.

VZ #232

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-13 Electrics & VZ - What is the average clearance time for service orders held beyond the customer due date that were delayed for pole sets (January 1, 2005 to present)?

REPLY: The average clearance time for service orders held beyond the customer's due date that were delayed for pole sets is 28 calendar days.

VZ #233

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-14 Electrics & VZ - When an installation of service requires the placement of new pole(s) at customer expense, what is the average elapsed time to estimate the cost of the work and cause the issuance of a service contract to the customer (January 1, 2006 to present)? Is this time included or excluded from the total elapsed time to provide service (i.e. date of service request to order completion date).

REPLY: For 2006 year to date, eight calendar days is the average for the Outside Plant Engineer to respond to the Business Office with the estimated cost of work information. Verizon NH does not have a specific field to capture when the Business Office sends the service contract to the customer; however, it is typically included in the representative's comments – which are date stamped. A review of approximately one dozen requests indicates that the additional time is usually between one and three days. In 2005, the average engineering response to the Business Office was fourteen days.

VZ #234

**Verizon New England Inc.
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State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-15 Electrics & VZ - Is there an automatic cancellation of pole orders/service requests held for company reasons if not completed in a specified period of time? If so, what is that specified period of time?

REPLY: No, there is no automatic cancellation of pole/service orders.
Cancellation of the order would require a manual process at the request of the customer.

VZ #235

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-16 VZ – Are field/turf engineers measured or graded on their ability to manage held orders in their turf areas?

REPLY: Resolving “held orders,” including 499 Orders for new service in Verizon NH’s maintenance area, is a fundamental engineering function and is included in an engineer’s overall performance evaluation.

VZ #236

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-17 Electrics & VZ - From January 1, 2005 to present, please provide the number of service orders held for pole installation that have exceeded 30 days, 60 days and 90 days before completion.

REPLY: From January 1, 2005 to present, 3 requests have exceeded 90 days; 13 requests have exceeded 60 days and 41 requests have exceeded 30 days.

VZ #237

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-18 Electrics & VZ - Please describe the process for prioritizing service orders. What are the criteria for prioritization? How is the priority assignment reflected in the work schedule?

REPLY: Service orders are first prioritized based upon service dates. Within a scheduling period there may be a mix of demand work (service orders, broken poles, etc.) and programmable work (large jobs with service dates in the future). Priority consideration is given to the size and complexity of the job and resources required to complete it. In addition, Verizon NH will consider the customer and type of service requested. A high capacity circuit for a large business customer may take priority over a residential request dated the same day. The construction manager schedules his work force to meet the service dates and demand work within the monthly schedule period.

VZ #238

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-19 VZ - What is Verizon's policy for allowing an electric company to set a new pole(s) for a new service(s) in Verizon's maintenance area?

REPLY: Verizon NH's policy allows the electric company to set a new pole(s) in Verizon NH's maintenance area when the customer requesting service does not want service from Verizon NH. If there is a request for service from Verizon NH, Verizon NH would set the pole. Also, please see Verizon NH's response to Staff 3-5a.

Another example would be if the power company needed a stub pole to support its plant and Verizon did not also have that need. In that event, the power company would set the pole.

VZ #239

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-20 VZ - What is Verizon's policy for allowing an electric company to replace a "main line" pole in connection with a new service pole in Verizon's maintenance area?

REPLY: If Verizon NH has facilities attached to the main-line, jointly-owned pole, then Verizon NH would replace it within its maintenance area.

VZ #240

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson

Title: Manager – OSP Engineering

Respondent: Troy McDonald

Title: Joint Lines Specialist –ME, VT, NH

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-21 Electrics & VZ – What prevents you from setting poles in your co-owner's maintenance area when your IOP permits either co-owner to provide facilities to meet their customer's timing needs?

REPLY: The individual agreements and associated IOPs between Verizon NH and the joint pole owners are based on a maintenance area concept of pole parity. All work associated with the placement of poles, including the preparation of joint state and/or municipal location permits, is governed by the division of maintenance areas.

VZ #241

**Verizon New England Inc.
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State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-22 Electrics & VZ- Has your company experienced delays in pole sets in the co- owner's maintenance area for new dwellings/buildings and/or multi-lot residential or commercial subdivisions? If so, please explain.

REPLY: Verizon NH seldom experiences delays in pole sets in the co-owner's maintenance area.

VZ #242

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-23 Electrics & VZ - If there is a delay in providing service to your customer as a result of a joint owner's inability to set a pole in its maintenance area in a reasonable time frame, what is your company's policy for resolving the delay?

REPLY: Verizon NH is not aware of any "policy" per se to address the above situation. If a delay were to occur, the Verizon NH engineer or manager would escalate the matter to his or her counterpart in the relevant electric company.

VZ #243

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-24 Electrics & VZ - Do you experience customer complaints as a result of delays in pole setting for new service? Do the complaints and number of complaints differ depending on whose maintenance area is involved? If yes, please describe the nature of the complaints.

REPLY: Yes, at times. Generally, customers are looking for power service before telephone service. In power company maintenance areas, complaints for delays in pole placements typically go to the power company, and Verizon NH may not be aware of them. In Verizon NH maintenance areas, complaints for delays in setting poles typically come from the customers and/or the power companies because the customers are looking for electric service.

VZ #244

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent:

Title:

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-25 Electrics - Does your company encounter scheduling difficulties in meeting customer need dates as a result of delays or untimely pole sets in Verizon maintenance area? If yes, please describe the difficulties.

REPLY: Verizon response not required

VZ #245

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent:

Title:

REQUEST: New Hampshire Utilities Commission Staff, Set 5

DATED: June 29, 2006

ITEM: Staff 5-26 Contractors - Is there a difference in response time when requesting service and/or pole sets when working in an electric company's maintenance area versus Verizon's maintenance area? If yes, please describe the difference.

REPLY: Verizon response not required.

VZ #246